



Schools of Nursing Orientation Module

O' Connor Hospital
Daughters of Charity and Ascension Health
2105 Forest Ave
San Jose, CA 95128
June 2013-June 2014

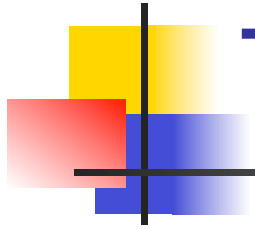


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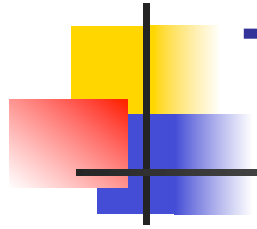


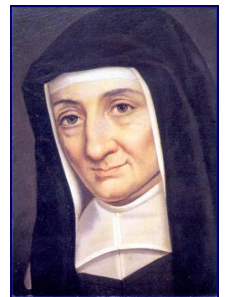
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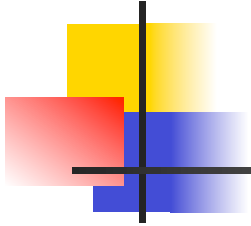
- Infection Control
- Workplace Violence
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Our Mission

In the spirit of our founders, St. Vincent de Paul, St. Louise de Marillac, and St Elizabeth Ann Seton, the Daughters of Charity Health System is committed to serving the sick and the poor. With Jesus Christ as our model, we advance and strengthen the healing mission of the Catholic church by providing comprehensive, excellent healthcare that is compassionate and attentive to the whole person: body, mind, and spirit. We promote healthy families, responsible stewardship of the environment, and a just society through value-based relationships and community-based relationships

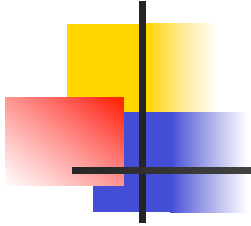




Vincentian values

The Charity of Christ urges us to:

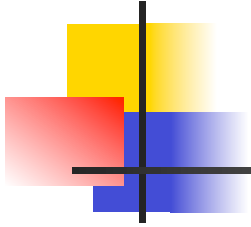
- Respect: Recognizing our own value and the value of others
- Compassionate Service: Providing excellent care with gentleness and kindness
- Simplicity: Acting with integrity, clarity and honesty
- Advocacy for the Poor: Supporting those who lack resources for a healthy life and full human development
- Inventiveness to Infinity: Being continuously resourceful and creative



Spiritual Care

O' Connor Hospital is committed to caring for the whole person – body, mind, and spirit – and the Spiritual Care Department is here to provide spiritual and emotional support to patients, their family and friends, as well as our associates

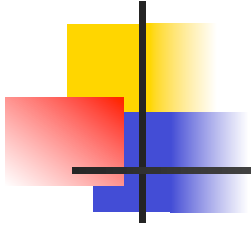




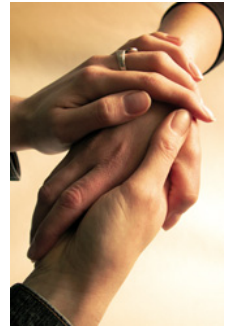
Spiritual Care

Our team consists of professionally trained chaplains, as well as Eucharistic Ministers, Patient and Mother-Baby visitors from all work of life and a variety of faith traditions;

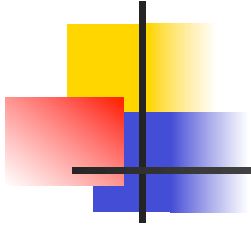
- Fr. Robert McKay
- Chaplain Elsy James
- Rev. Sharon Kim
- Deacon Andre Sobczyk



Spiritual Care



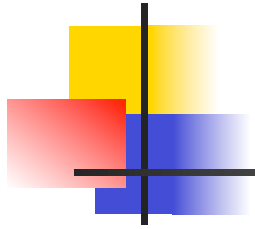
- Provides spiritual and emotional support during times of stress
- Listens actively to patient stories and help them process their feelings
- Participates in family conferences and ethics consultations
- Gives a blessing, provides sacraments, or other special rituals
- Contacts patient's local faith community
- Discusses ethical issues and advance directives
- Prays with people on request



Spiritual Care

How to Request a Chaplain for Patients or Families

- Contact the on call Chaplain from 0700-1900 by dialing “0”
- After hours, all requests need to be evaluated by the house supervisor
- Night call chaplains available for emergencies (i.e. patient is dying or has died and family requests their services)



Patient Care and Compliance

There are compliance requirements for:

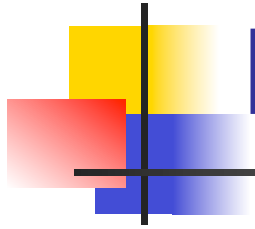
- Patient rights
- Patient safety
- Patient privacy
- Patient billing and collection

Patient Care and Compliance

Documentation that is complete, timely, and accurate

- Poor communication is the number one cause for events that result in patient harm (i.e. sentinel events)
- Drives billing and payment
- Regulated by CMS, California State laws, and the Joint Commission standards

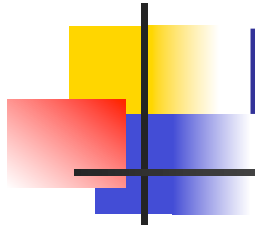




Patient Care and Compliance

Patient Privacy: HIPAA

- Our responsibility to protect patient privacy and handle patient information with care and caution
- Only access information and make disclosures when authorized
- When we breach patient privacy, even by mistake, we have to report it to the patient and the state , and we may be fined
- Access and disclose only the minimum necessary patient information to do our jobs

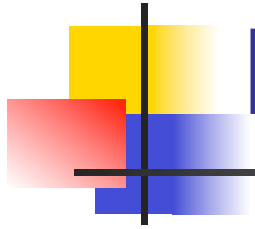


Patient Care and Compliance

Patient Privacy Reminders:

- Don't leave patient information sitting on a fax or copier, or remove from hospital
- Don't leave patient information in unsecured or visible areas and report unsecured patient information immediately to your instructor/manager
- When handling patient paperwork, confirm you have the correct patient, address, physician
- Have conversations about patient in private areas with only those involved in their care
- If you must have conversations near others, avoid using the patient's full name and keep your voice low

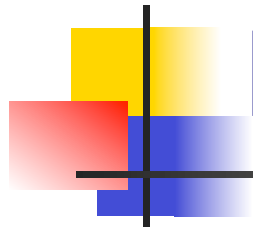




Patient Care and Compliance

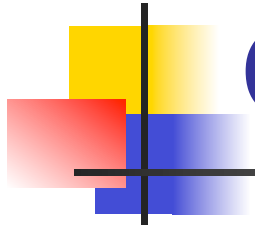
Accessing computer systems and electronic patient information:

- You are only authorized to access patient information to do your job
- System access does not mean you can look up any patient you like
- Snooping is a violation of the law, your instructor will discuss the consequences
- To report compliance issues 24/7 anonymously to the Values Line call 1-800-371-2176 or use www.NCHSValuesLine.org



HIPAA Privacy and Security

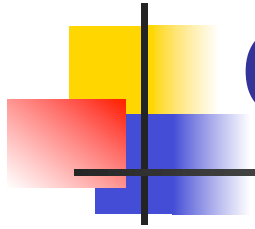
- Diane Premeau, HIPAA Privacy Officer,
1-408-947-2716
- Kathy Harlan, HIPAA Security Officer,
1-408-947-2583



General Safety

Everyone is responsible for Safety:

- Work safely
- Be responsible for spills
- Prevent and report hazards
- Report incidents immediately
- Observe wet floor signs
- Do not walk on wet floors



General Safety

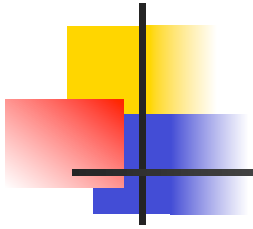
- Influenza vaccine is required for Healthcare workers in California
- If a healthcare worker or student declines influenza vaccine, a mask must be worn in all patient care areas
- Flu season is generally considered October through April



General Safety

After a bloodborne pathogen exposure immediately:

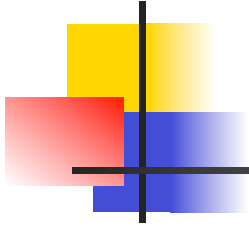
- Wash the area; flood eyes at wash station
- Report to your instructor, if on site or call your school to review their policy
- If the policy is to report to our Employee Health it is open (0700-1530 M-F) or go to the ED (when EH is closed)



Back Safety

Injury Prevention:

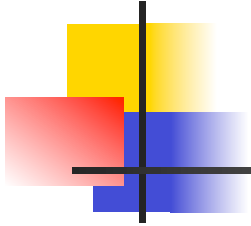
- Use proper body mechanics at all times
- Get assistance from others as needed
- Communicate clearly what you will be doing and need them to do
- Utilize the proper Safe Patient Handling equipment (Air Mat, Arjo lift, Stedy, Hover Jack, etc.)



Hazard Communication

Globally Harmonized System (GHS):

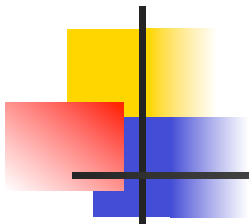
- New mandatory world-wide standard for classifying and labeling hazardous materials (OSHA)
- Standardizes every label and Safety Data Sheet (formerly MSDS)












Hazard Communciation

Three major changes to the Hazard Communication Standard;

- Chemical classification: specific criteria for classification of health and physical hazards
- Safety Data Sheets: will have 16 distinct sections and easier to read and understand
- Labels: will include a Pictogram, a Signal Word (danger or warning), and Precautionary Statement



Hazard Communication

Flame	Flame over circle	Exploding bomb
		
Corrosion	Gas cylinder	Skull and crossbones
		
Exclamation mark	Environment	Health Hazard
		

Risk Management and Legal Services

Language Assistance Program

- Required to provide free interpreter services
- Translation phones on units
- Certified translators
- Contacts: Yvette Million @2541 or Kathy Harlan @2583





Risk Management and Legal Services

Medical Equipment Management:

- Check the tag to assure preventive maintenance is up-to-date
- If injury to patient or staff, remove from service immediately, sequester it in the manager's office with all attachments, and report it to Risk Management or Biomed immediately
- Complete a thorough Incident Report



Risk Management and Legal Services

EMTALA (Emergency Medical Treatment and Active Labor Act) requires by law:

- Provide a medical screening exam
- Stabilize the patient without regard for ability to pay
- Transfer to another facility for a higher level of care, if needed
- Document the agreed upon transfer and provide emergency transport



Risk Management and Legal Services

Safe and Fall Free Environment (S.A.F.E.)

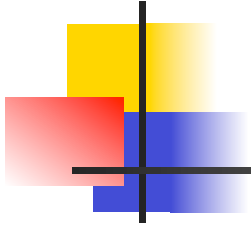
- Identify those at risk for falls (Morse)
- Falling star sign
- Purple armband
- Fall prevention procedures (gait belts, bed and chair alarms, non-skid slippers, low bed, hourly rounding, frequent toileting, uncluttered rooms, monitor medications that contribute to falls)



Risk Management and Legal Services

Code Falling Star:

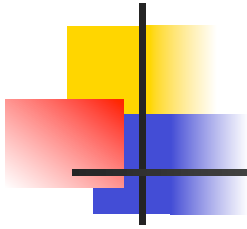
- Dial 555 when a patient has fallen
- Team will respond and assist in assessing patient's condition prior to moving
- Team will choose correct equipment for safe transfer
- Security will bring Hover Jack
- Team consists of Supervisor, bedside nurse, charge nurse, transport tech, PT/OT, Pharmacist



Infection Prevention

Who is Responsible?

- Dr. Studemeister, CIC
- Suzanne Cistulli, BSN, CIC x2540
- Bernadette Montalbano BSN, CIC X5877
- And YOU !!!



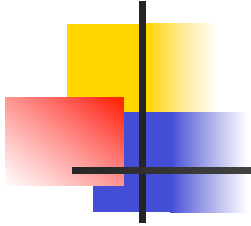
Infection Prevention

Use Standard Precautions on ALL patient
Perform hand hygiene (gel-in & gel-out or 20 seconds with soap and water) before and after:

- Every patient contact
- Performing clean or sterile procedures
- Preparing food, eating, drinking, applying cosmetics, and using the restroom

Between:

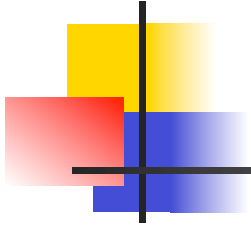
- Tasks at different body sites
- Between different patients, and after removing gloves



Infection Prevention

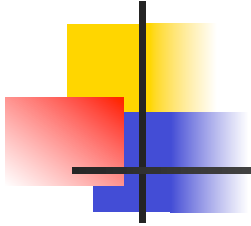
Transmission-Based Precautions;

- Students will not be expected to care for patients in Airborne precautions
- Droplet (regular mask & door open)
- Contact (gown & gloves for every room entry, except for staying in 3-tile taped markings)



Infection Prevention

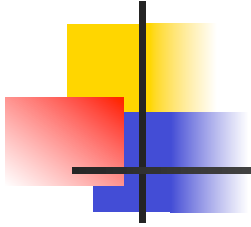
- Attend annual review of Bloodborne Pathogens standard (Hepatitis & HIV) provided by your school of nursing
- If not reviewed annually, contact O' Connor Infection Prevention or School of Nursing liaison to provide inservice
- Red biohazard bags used for blood soaked materials (not linen)



Workplace Violence

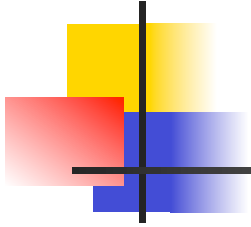
Any incident of a threat or actual commission of an intentional harmful action against an associate or student by a co-worker, physician, patient, or visitor on Hospital premises.

Causes: alcohol and drug abuse, financial crises, mental illness, and inability to cope



Workplace Violence

- Know the warning signs
- Project calmness
- Arrange yourself so that your exit is never blocked
- Keep distance of 3-6 feet from fingers, feet, and faces
- Signal your instructor or another nurse that you need help
- Call Security x4402 or Code Gray X555



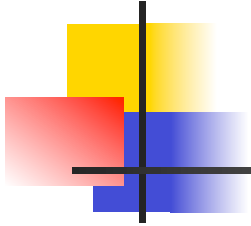
Environment of Care

- Students must wear the O' Connor Hospital photo ID badge while on the campus at all times at eye level
- Attached to the badge are the Emergency Codes and the X555 to call
- On the flip side of the Emergency Code badge are the instructions for what to do in a Code Red



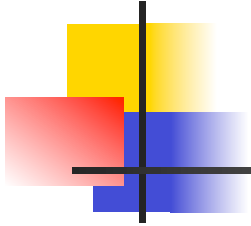
Environment of Care

Code Red	Fire
Code White	Neonatal Emergency
Code Pink	Infant Abduction
Code Purple	Child Abduction
Code Yellow	Bomb Threat
Code Gray	Combative Person
Code Silver	Person with a weapon or hostage
Code Orange	Hazardous Spill
Code Triage	Int/Ext Disaster
Code Blue	Medical Emergency



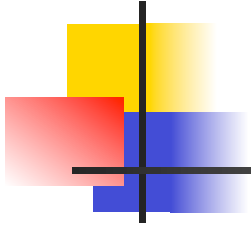
Environment of Care

- Don't move through closed Fire Doors during Code Red, close patients' doors
- Generators will energize within 10 seconds of the interruption in a Code White
- Be sure that all patient care equipment is plugged into red emergency outlets
- Assigned Code team members respond to a Code Blue to initiate ACLS Protocol
- Code Rapid Response or RRT can be called for medical assistance prior to need for Code Blue



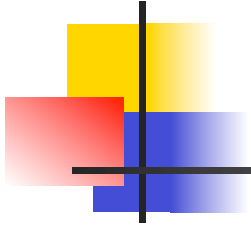
Environment of Care

- Hospital staff will watch all exits in their area
- Report all suspicious activity such as someone carrying an infant/child or a backpack by dialing X555 during Code Pink or Purple
- Stay in your location until the code is “all clear”
- Code Yellow will not be called overhead, do not touch or disturb the potential bomb
- Protect the scene of a hazardous spill and locate SDS from the intranet connection



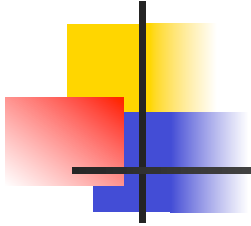
Environment of Care

- You might be asked to join the Labor pool (DePaul Room) and assist within your scope of practice during a Code Triage
- Red power failure phones are located in most departments and can only be used in the event the hospital loses normal telephone service lines



Patient Safety

- Use at least two ways to identify patients (name, MR#, DOB). Never use a patient's room number or diagnosis
- Before a procedure, label medications and solutions that are not labeled (in syringes, cups, basins)
- Do not use unapproved abbreviations
- Use SBAR when communicating with a physician

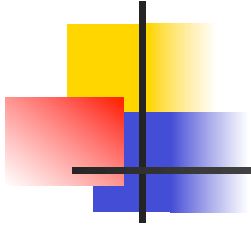


Patient Safety

Prevent and routinely assess patient's who are at risk for:

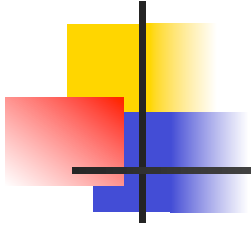
- Developing pressure ulcers
- Pain
- Fall risk
- Restraints
- Suicide

Clinical alarm systems must be audible



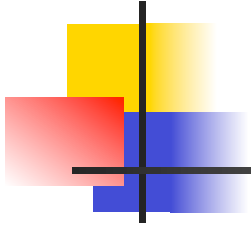
Patient Safety

- Be aware of medications that look alike and sound alike
- Empower patients and family members to speak up when they have a concern and teach them about Condition H (Help) activated by dialing X555 from their room if they become concerned with the patient's condition



Patient Safety

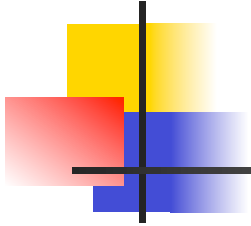
- Informed Consent - is the responsibility of the physician to explain the nature of the treatment, risks, benefits, and alternatives to treatment and to obtain
- A sentinel event is followed up by a root cause analysis and a required plan of action



Patient Safety

To report a complaint to the Joint Commission:

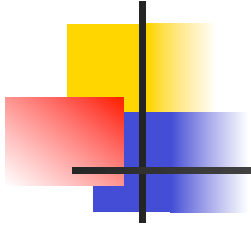
- Email: complaint@jointcommission.org
- Fax: (630)792-5636
- Mail: C/o Office of Quality Monitoring
- Online: http://www.jointcommission.org/report_a_complaint.aspx



Regulatory Preparedness

2013 is our big survey year at O' Connor where hospital regulators/inspectors make scheduled and/or unannounced visits to ensure our care is safe and that we are following strict regulations

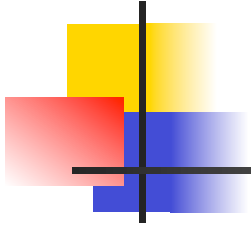
In order to prevent interviews with students, we will ask you not be present on the units those days/times



The Patient Experience

A.I.D.E.T

Five Simple Steps to
Decreasing Patient and
Family Anxiety



The Patient Experience

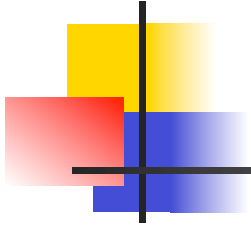
A – Acknowledge the patient

I – Introduce yourself to the patient

D – Tell the patient the duration or
timeframe of what is expected

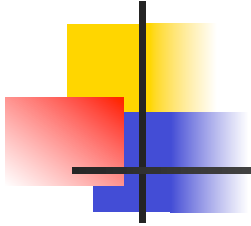
E – Explain to the patient what is going to
happen or what the test will feel like

T – Thank the patient and family for
choosing O' Connor Hospital



The Patient Experience

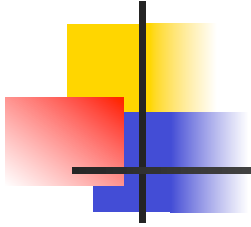
Use AIDET every day, with patients, peers, and in all interactions – you will be amazed how patients will appreciate the information



Service Recovery

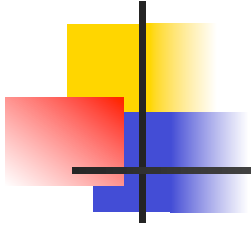
The 4 “A” Process:

1. Accept – patient has a concern
2. Acknowledge – don’ t dismiss, blame, or interrupt
3. Apologize – for the patient’ s experience
4. Amend – “Is there anything I can do for you?”



Gift Them

- Inform instructor and manager/charge
- Visit the Gift shop (or Security at night)
- Complete the Service Recovery form
- Select approved gift (flowers, gift cards, notecards, books, stuffed animals, crosses, and others)
- Write a note of apology
- Deliver to patient along with verbal apology



Love Notes

- Must have parking sticker on car. Only park on the 4th floor of parking garage, 3rd flr, if 4th flr full, or in the back parking Employee parking lot
- Always wear O' Connor picture ID badge when on campus, return badges to Security when
- Wear Employee Health flu sticker on badge Oct-Apr
- Welcome – Benita Price, Clinical Educator and Schools of Nursing liaison X2971